

Table 15: Level-of-Service Criteria (Signalized Intersections)

Level-of-Service ¹	1994 Highway Capacity Manual Stopped Delay/Vehicle (sec)	2000 Highway Capacity Manual Control Delay/Vehicle (sec)
A	≤ 5	≤ 10
B	> 5 and ≤ 15	> 10 and ≤ 20
C	> 15 and ≤ 25	> 20 and ≤ 35
D	> 25 and ≤ 40	> 35 and ≤ 55
E	> 40 and ≤ 60	> 55 and ≤ 80
F	> 60	> 80

- ¹ LOS A – occurs when progression is extremely favorable and most vehicles arrive during the green phase.
LOS B – generally occurs with good progression, short cycle lengths or both.
LOS C – exhibits higher delays resulting from fair progression and/or longer cycle lengths, with a significant number of vehicles stopping.
LOS D – longer delays resulting from unfavorable progression, and high volume-to-capacity (V/C) ratios, with many vehicles stopping.
LOS E – exhibits higher delay due to poor progression, long cycle lengths and high V/C ratios.
LOS F – considered unacceptable to most drivers and often occurs when arrival flow rates exceed the capacity of the intersection.